

Library of Michigan Foundation

STATE LIBRARIAN'S *Excellence* AWARD

Definition

The Library of Michigan Foundation's State Librarian's Excellence Award will be awarded to a library (any type) that exemplifies excellence in customer service. One (1) library in the state of Michigan will receive this prestigious award each year. The recipient library will receive a \$2,000 cash prize and a distinctive trophy for display in its public area. Two (2) Library of Michigan Foundation Citations of Excellence will be presented and the recipient libraries will each receive \$500 and an attractive small trophy for display.

Evaluation Factors

1. Demonstrate that your library provides superior service to its customers and community:

- in a cost effective manner
- with a can-do attitude
- by always delivering on promises
- by providing specific examples of relevant and superior library service from last year.
(Examples from previous years are acceptable, though not as important as the past year.)

2. Demonstrate your library's commitment to high standards of customer service through staff dealings with customers and the service community:

- Show commitment throughout the staff to a coordinated approach to supporting customers
- Provide copies of customer comments and testimonials
- Explain how you communicate with your library users to determine their library service needs



Nomination Form

Library Name _____

Contact Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number _____

Website Address _____

Email Address _____

Send the Nomination to:

Library of Michigan Foundation
P.O. Box 30159
702 West Kalamazoo Street
Lansing, MI 48909

Nominations

Library directors, trustees, library users, administrators, or parent agency representatives may make nominations.

(Note: Nominations entered should be for the library, not for the library director or for a particular branch of a library.)

Letters of Support

Nominations must be supported by a minimum of 3 but no more than 5 letters of recommendation from the Library's constituency.

- Patrons/Customers
- Members of governing bodies
- Community organizations or groups
- Others you feel are relevant

Selection Panel Representatives

Selection panel representatives include the State Librarian, the director of the SLEA - winning library from the previous year, and representatives from the Library of Michigan, an academic library, a public library, a school library, and a special library.

Presentation of the Award

The winner will be announced and the award(s) presented on Thursday, October 17, 2013 at the State Librarian's luncheon during the 2013 Michigan Library Association Annual Conference in Lansing.

Contact Person

Carolyn Sparks, Executive Director
Library of Michigan Foundation
P.O. Box 30159
Lansing, MI 48909
Phone: 517-373-1297
Email: sparksc2@michigan.gov

**Deadline for Nominations:
September 13, 2013**

Nomination Submission Requirements

- Original, plus 7 duplicate packets
- All 8 packets must look the same and include all the same materials arranged in the same order
- The completed State Librarian's Excellence Award Nomination Form should appear as the first page of each packet
- A written explanation of up to two pages, or a list of bulleted narrative points, that clearly enumerates how the library's accomplishments fit the evaluation factors for the award. (Note: Entries that describe programs and their effects on users and the community will be especially helpful to the panel in selecting a winner. Supporting materials, such as brochures, testimonials, press clippings, etc., may be included and are helpful, but they are less important than the written narrative)
- Please do not send multimedia; instead provide information on how to access multimedia information online

NOTE:

For school and public libraries, be sure to note any participation in the past year in the SL21 or QSAC benchmark/best practices programs. Participation in these programs is not required but may be taken into consideration by the selection panel.